	SECTION	CHAPTER
Americans with Disabilities Act (ADA)	2	0209.0
<b>Agency Telecommunications Management</b>	2	0200.0
<b>Agency Telecommunications Representative Duties</b>	2	0201.0
Billing for TD Services	9	0900.0
Cabling/wiring guidelines	6	0602.0
CALDEX services	7	0705.1
CALNET Billing	9	0901.0
CALNET Cards	7	0701.0
CALNET Data Services	7	0702.0
CALNET Fiber Optic Services	7	0703.0
<b>CALNET Long Distance Services</b>	7	0701.0
CALNET Videoconferencing	7	0704.0
Centrex/CentraNet Services	7	0709.0
Consulting Services	7	0707.0
Delegation	4	0400.0
Directories, Telephone	11	1100.0
Directory Listing Coordinator	2	0202.0
<b>Equipment, Telecommunications</b>	8	0800.0
Facilities Management	6	0600.0
Feasibility Study Report (FSR)	2	0208.0
Fraud and Abuse	5	0500.0
Information Services, State	7	0708.0
Pay Telephone Services	7	0712.0
Planning, Telecommunications	3	0300.0
Radio and Microwave Services	7	0706.0
Radio Sites, Telecommunications	6	0601.0
Systems & Services, Telecommunications	7	0700.0
TD Contact Reference Guide	1	0101.0
Telephone Directory, Public	11	1102.0

I

## **Quick Index**

	SECTION	CHAPTER
Telephone Directory, State	11	1101.0
Training, Telecommunications	12	1200.0
Training, CALNET Services	12	1201.0
Trouble Reporting	10	1000.0
Voice Mail, CALDEX	7	0705.6
Voice Mail/Interactive Voice Response Services, Contracted	7	0711.0

**ACD** — Automatic Call Distribution.

**ACORDS** — <u>Administrative Change Order System.</u>

**ATR** — Agency Telecommunications Representative.

**CALDEX** — <u>California Digital Exchange</u>. The TD's local line and feature service.

**CALNET** — <u>Cal</u>ifornia Integrated Telecommunications <u>Net</u>work. The State of California's private long distance integrated network for voice, data, image and video. It is also an umbrella term for the suite of consolidated services provided to state and local government agencies either directly by TD or through contractual agreements with various vendors.

**CALNET Management Board** — A board made up of the CALNET section heads and the chief of Telephone and Network Services.

**CMAS** — California Multiple Awards Schedule.

**DGS** — Department of General Services.

**DLC** — Directory Listings Coordinator.

**DOIT** — Department of Information Technology.

**EBS** — Enhanced Business Service. Also referred to as an electronic business set.

**FCC** — Federal Communications Commission.

**IXC** — Interexchange Carrier.

**LATA** — Local Access Transport Area. Also referred to as a service area.

**LEC** — Local Exchange Carrier.

**MAC** — Moves, Adds and Changes.

**MADN** — Multiple Appearance Directory Number.

**MDF** — Main Distribution Frame.

**SAM** — State Administrative Manaual.

**SCIP** — State Carrier Interface Point. State owned CALNET management control point(s) located on state premises at which all telecommunications service providers will interface.

**STD. 20** — Telecommunications Service Request form.

**STMM** — State Telecommunications Management Manual.

**TD** — Department of General Services, Telecommunications Division.

**TMAP** — Telecommunications Management Annual Plan.

**UCD** — Universal Call Distribution.